

# Lodging a WorkSafe invoice Reference Guide

## Lodging a WorkSafe invoice on your HICAPS terminal

HICAPS, together with WorkSafe Victoria (WorkSafe), has developed an initiative enabling you to lodge invoices for treatment provided to injured workers through your HICAPS terminal.

This service is for lodging invoices only, and will use existing HICAPS item numbers for initial and standard consultations.

### How do I submit a WorkSafe invoice using my HICAPS terminal?

You will be required to manually enter invoice details into your HICAPS terminal. A detailed step-by-step guide on *How to lodge WorkSafe invoices* is available on the support section of the HICAPS website [www.hicaps.com.au](http://www.hicaps.com.au).

### How do I register to become a Healthcare Provider for WorkSafe?

Providers who are registered under the *Health Practitioner Regulation National Law Act 2009* and provide services approved by WorkSafe may provide services to injured workers. To obtain a WorkSafe provider number, update your details or to view a list of WorkSafe approved services, please visit the WorkSafe website at [worksafe.vic.gov.au](http://worksafe.vic.gov.au).

### Will lodging an invoice electronically affect the timing of my payment?

WorkSafe aims to reduce the time between invoicing and payment by removing the need to send invoices to WorkSafe Agents for some services. The method of payment will not change from that currently in place. Please visit the WorkSafe website for more information on electronic payment.

### How do I reconcile WorkSafe claims?

The Retrieval Reference Number (RRN) printed on the HICAPS receipt will appear on your remittance as the Invoice Number.

### How do I find out more about WorkSafe?

For all WorkSafe enquiries or for more information please call the WorkSafe Advisory Service on 1800 136 089 or visit [worksafe.vic.gov.au](http://worksafe.vic.gov.au).

### Does the injured worker need to sign the receipt?

You will be required to obtain a signature from the injured worker on the receipt of invoice lodgement.

### Do I need to keep the receipt of invoice lodgement?

You are required to keep your signed receipt of invoice lodgement on file for a period of not less than seven (7) years.



## Helpful hints

- **HICAPS claim number** – is the 19-digit combination of the WorkSafe HICAPS number and the WorkSafe claim number.

90360115

WorkSafe  
HICAPS number

11-digit WorkSafe claim number  
(provided by patient)

HICAPS claim number

- **WorkSafe HICAPS number** – 90360115
- **WorkSafe claim number** – If your patient has made a Victorian Workers Compensation claim they will be issued with an 11-digit WorkSafe claim number.
- **Patient ID** – Use '01' for all WorkSafe claims when processing transactions using HICAPS.
- **Item Numbers** – Refer to your HICAPS Quick Reference Guide for initial and standard consultation item numbers. To download a copy visit the support section [www.hicaps.com.au](http://www.hicaps.com.au).
- **Response codes** – The following codes are specific to WorkSafe transactions:

### Transaction response codes

- 09 Transaction Submitted for Processing
- 80 Payment should be made by Claimant's Employer

### Item response codes

- 53 Service Date Before Injury Date
- 54 Transaction Submitted for Processing

Other relevant codes are available from the HICAPS website.

- **Employer liability** – Invoices can only be lodged through HICAPS terminals after the employer liability has been met. You will be able to determine whether employer liability has been paid based on Response Code 80 (as above). If the employer liability has not been met, you will need to produce a hard copy invoice and forward it to the injured person's employer for payment.
- **Invoice cancellation** – After an invoice has been accepted for consideration, it can only be cancelled on the same day it has been lodged. This functionality is identical to that employed by the health funds. Should an invoice need to be cancelled at a later date, you should contact the injured person's agent and arrange a manual cancellation.

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